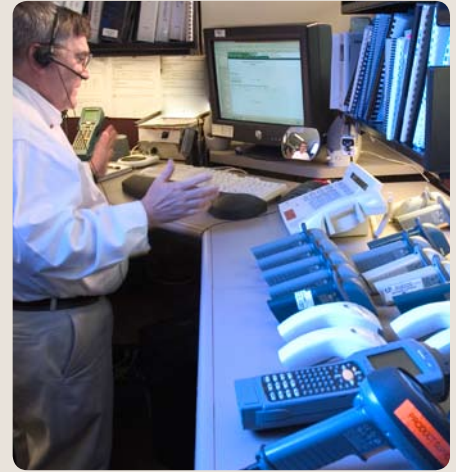


- Depot Plans
- Overnight Exchange
- Medallion Complete Coverage
- On Site Plans
- Third-Party Equipment Coverage
- On Site Preventative Maintenance

## Complete Line of Supply Chain Support Services





## At Your Service. Intermec's Support Services are here to help you to excel.

Intermec offers industry-leading post-implementation Support Services to ensure maximum productivity, reduced costs, and investment protection. Your business critical data collection systems deserve the best service and support available.

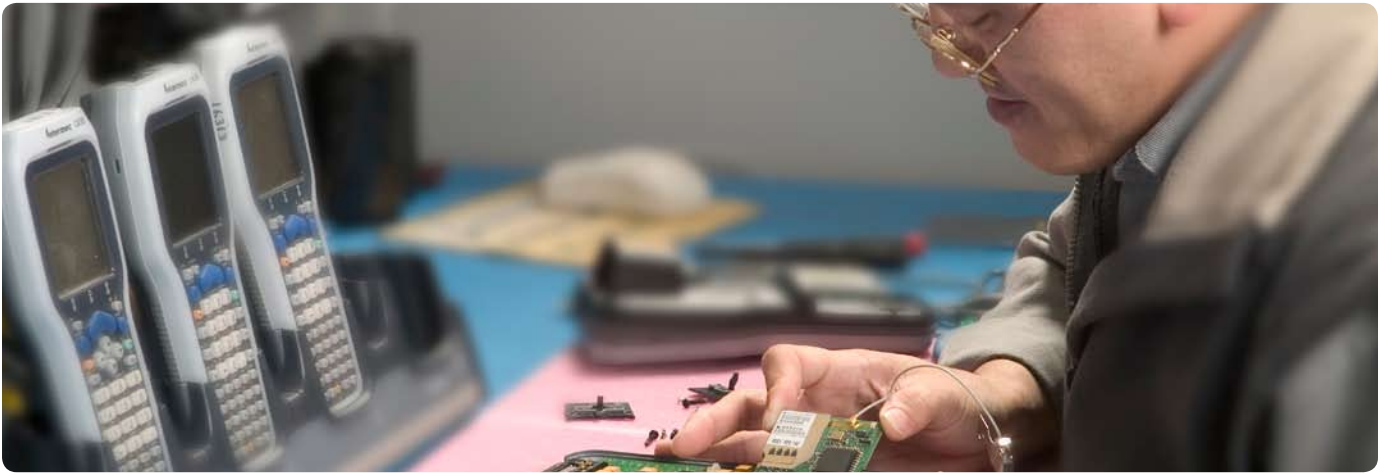
### Intermec Service Contract

When time is critical and devices need to be up and running to help assure the highest levels of productivity within your organization, you need Intermec Support Services. We offer a wide selection of services options to meet your needs with the best value for your budget. It's good to know that there's no more effective method for returning your equipment to prime operating condition than an Intermec Service Contract.

What's Covered? What's Included?	Standard Warranty	Per-Incident Flat Rate Repair*	Medallion Service Contracts		
			Standard Depot & Overnight Exchange Plans	Depot & Overnight Exchange Plans with Medallion Complete	On Site Plans
Worry-free, full coverage included at no extra charge	–	–	–	✓	–
Components or parts failures, even if those failures are not related to defects in materials or workmanship	–	✓	✓	✓	✓
Covers normal wear and tear	–	✓	✓	✓	✓
Covers defects in materials and workmanship	Maximum one year**	–	✓	✓	✓
Unrestricted phone-based technical support	✓ restricted	✓ restricted	✓	✓	✓
Coverage also applies to related accessories	✓ restricted	✓ restricted	Coverage available for many accessories of covered Main Unit	Coverage available for many accessories of covered Main Unit	Coverage available for many accessories of covered Main Unit
Cleaning and preventive maintenance of devices under repair	–	–	✓	✓	–
Contracted Turnaround Times	–	–	✓	✓	✓
Term	Maximum one year**	–	Minimum one year prepaid	Minimum 3 years prepaid	Minimum one year prepaid

\*Flat Rate Repair (FRR) offers one price for repair of a device, no matter what is actually in need of service. FRR is usually significantly more expensive than the price of a service contract, because FRR pricing is based on the average estimated cost of all possible repairs, as opposed to the cost of actual repairs averaged out over the population of covered devices.

\*\*The warranty for some Intermec scanners is 3 or 5 years.



*“One of the things that was really important to us was that, post implementation, if we experienced failures, Intermec recognised the need, working with GeoPosts’ UK IT department, to ensure the operators had a unit available every day, without fail. Working in conjunction with Intermec, we can now guarantee that in the event of any failures, we will make sure the operators have a unit back, ready for use the next working day.”*

**Steve Mills, director, information technology, GeoPost**

*“We stay with Intermec because the SiteCare team knows their own equipment. Also, we see excellent turn around time on repairs, and Intermec charges reasonable prices for the service we get.”*

**Jim Conger, site IT coordinator, Memphis distribution center, Avery Dennison Office Products North America**

#### **Medallion® Branded Service**

Medallion® Service Contracts provide you with committed response or turnaround times and the ability to lock in repair budgets for the length of the agreement.

#### **What about the Standard Warranty?**

Selecting a Medallion® Service Contract from "day-one", provides you with full coverage benefits for your equipment from system go-live. Intermec's standard warranty covers only defects in materials and workmanship. Intermec Medallion® Service Contracts not only cover defects, but also wear and component part failures.

#### **Medallion® Complete Service Plans**

And if you want even more protection, Intermec's Medallion® Complete goes one-step further by covering incidental damage occurring at the workplace. As long as we can read the serial number, we will repair the device. When you choose a 3-year, pre-paid Medallion® Service Contract with Depot or Overnight Exchange Plans, Medallion® Complete coverage is included at no extra charge.

#### **Depot Service Plans**

Both the Medallion® Silver (2-business day) and the Bronze (5-business day) versions of our Depot Service Plans ensure that critical data collection devices are repaired and tested quickly and effectively. No one offers a faster depot turnaround than Intermec's Silver (2-business day) service plan.

#### **Overnight Exchange Service Plan**

Intermec Medallion® Silver Replacement (overnight exchange) Service Plan provides "on-demand" customer owned spare devices to fill performance gaps and keep your critical systems up and running. Intermec Medallion® Complete Service Plans are included with a 3-year prepaid agreement for eligible models.

#### **Onsite Plans**

Intermec's Gold (second business day) and Platinum (next business day) onsite Medallion® Service Plans are available in the USA within 150 miles of the nearest Intermec-authorized field office. Technicians are dispatched from the largest number of field offices in the industry.

#### **Third-Party Equipment Service Plan**

Gold and Bronze Medallion® Service Plans are available for select non-Intermec data collection devices, under the Intermec Multi-Vendor Product (MVP) program.

#### **Preventive Maintenance Service Plans**

SiteCare<sup>sm</sup> is Intermec's onsite preventive maintenance program that, through the periodic monitoring of the data-collection system, identifies and eliminates potential problems before they reach critical levels. This way, your professionals can concentrate on business-critical activities, thereby, increasing your company's productivity.

## Complete line of supply chain products and services

Mobile computing solutions  
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Printers and media  
Professional services  
Wireless networks  
Support services  
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Supply Chain Operations  
In-Transit Visibility  
Direct Store Delivery  
Store Operations  
Store Management  
Field Service

For more information on how your business can use supply chain technology to enhance operational productivity and deliver world-class customer service, visit [www.intermec.com](http://www.intermec.com), or contact your authorized Intermec representative.



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